



# Host Reference Guide

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# Chapter 1: Introduction

FreeConferenceCall.com 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, screen sharing and video conferencing for up to 1,000 participants at no cost.

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.freeconferencecall.com/support](http://www.freeconferencecall.com/support) to live chat with 24/7 Customer Care, email [support@freeconferencecall.com](mailto:support@freeconferencecall.com) or call (844) 844-1322.

## Section 1.1: System Requirements

FreeConferenceCall.com 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 FreeConferenceCall.com website and use Online Meetings with Screen Sharing and Video Conferencing, the following system requirements must be met:

<b>Browsers</b>	<ul style="list-style-type: none"><li>✦ Chrome™ 29 or newer</li><li>✦ Firefox® 22 or newer</li><li>✦ Safari® 6.0 or newer (Mac only)</li><li>✦ Internet Explorer® 10 or newer (Windows only) (Javascript)</li></ul>
<b>Operating Systems</b>	<ul style="list-style-type: none"><li>✦ Windows 7 and up</li><li>✦ Mac OS X 10.7 and up</li><li>✦ Ubuntu 14.04 and up</li></ul>

Notes for Linux:

- Preferred Windows Manager environment: Compiz
- Desktop Environment: Unity, Gnome
- Bandwidth 100Kb/s (HD Audio), 400Kb/s (screen sharing), 500 Kb/s (video)
- Video camera supported by OS, integrated or external

## Section 1.2: Definitions

In order to use the FreeConferenceCall.com 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.

# Chapter 2: Account Management

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

## Section 2.1: 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 FreeConferenceCall.com.
- **Password** – Edit the password to log in to your account.

## Section 2.2: Premium Features

View features of your FreeConferenceCall.com account on the Account Info page. My Free Features displays free features included with every account. Premium Features displays additional features available for purchase with a valid credit card.

### Toll-free Audio

This feature provides 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 from Premium Features, this will become the default dial-in number. To begin conferencing, participants call the toll-free dial-in number to connect, then enter the access code followed by **pound (#)**.

### 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 and locate Custom Hold Music in Premium Features. Turn the ON/OFF switch to **ON**, click **Upload**, choose an audio file from your computer, then click **Save** at the bottom of the page. You can click **Play** to hear the file you uploaded. 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 **Save** at the bottom of the page. Click **Play** to hear the file you uploaded.

If you need to make a file to upload, start a meeting using your dial-in number and create a short recording. Go to your Meeting Wall, click **History & Recordings** and download the file to your computer. The service supports .mp3 and .wav file formats.

## One Number

This feature allows participants to connect without access codes. The host receives text notifications when the first participant joins the conference. The host is recognized when dialing in from a registered mobile number.

Once you have purchased One Number from Premium Features, enter the host phone number and turn on text notifications. To begin conferencing, all callers dial One Number to instantly connect. A text notification is sent to the host each time a participant calls. The host can then connect by clicking from the text.

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.

# Chapter 3: Audio Conferencing

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

## Section 3.1: How to Invite

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

### *Send an Invite*

1. Log in to your FreeConferenceCall.com account.
2. Click **Invite** on the top navigation. Complete the meeting information and click **Send Invites**.

### *Send an Email*

1. Log in to your FreeConferenceCall.com account.
2. Click **Invite** on the top navigation, then **Invite by email** to automatically insert your meeting information into a new email.
3. Add participants to email recipients and send.

### *Send a Calendar Invite*

1. Download the Google Gadget™ or Outlook® plug-in and follow the instructions.
2. Create a new appointment for the date and time of your meeting.
3. Click **Add FreeConferenceCall.com** to automatically insert your meeting information into the appointment.
4. Invite participants.
5. Click **Send**.

## **Section 3.2: 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 (#)**.
3. Press **star (\*)** to enter the host PIN, followed by **pound (#)**.

## **Section 3.3: Phone Keypad Commands**

*1	Manage Q&A
*2	Caller Count
*3	Breakout Rooms
*4	Instructions
*5	Mute
*6	Self Mute
*7	Conference Lock
*8	Entry/Exit Tones
*9	Record

## Host Keypad Commands

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

**\*1 Manage Q&A** – Enter the following commands after **\*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

**Note:** Participants must dial **\*6** and **1** to ask a question.

**\*2 Caller Count** – Hear a count of how many callers joined the conference.

**\*3 Breakout Rooms** – Leave the main conference to join a sub-conference. Press **\*3** followed by the number of the sub-conference, from **1** to **9**, or press **\*3\*** to return to the main conference room at any time.

**\*4 Instructions** – Hear the list of available keypad commands.

**\*5 Mute** – Control whether or not participants are heard in the conference.

- Press **\*5** once to mute all participants. Participants can unmute themselves by pressing **\*6**.
- Press **\*5** again to mute all participants. Participants are NOT able to unmute themselves.
- Press **\*5** again to return the conference to open conversation mode.

**Note:** By default, all lines are unmuted, allowing all participants to talk.

**\*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** – By default, the entry and exit tones are turned on and off.

- 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.
- Press **\*8** again to reset both entry and exit tones to the default.

**Note:** A prompt will explain the current settings each time the host dials **\*8**.



**\*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.

**Note:** Only audio and screen sharing can be recorded at this time.

## Participant Keypad Commands

*3	Breakout Rooms
*4	Instructions
*6	Self Mute

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

**\*3 Breakout Rooms** – Leave the main conference to join a sub-conference. Press **\*3** followed by the number of the sub-conference, from **1** to **9**, or 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.

## Section 3.4: Recording Instructions

During the free 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**.

## Section 3.5: 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 History & Recordings under Profile in your account. 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.

## Chapter 4: Online Meetings

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

Go to [www.freeconferencecall.com](http://www.freeconferencecall.com) and click **Get Desktop App** on the bottom of the page. Or, log in to your account, click **Online Meetings** then **Host Meeting**. The download will start automatically.

### Section 4.1: How to Host

To host an online meeting:

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 FreeConferenceCall.com desktop application from your desktop.
3. Click **Host** and log in with your email address and password (first-time users).
4. For the audio portion of the online meeting, call the dial-in number and enter the access code followed by **pound (#)** or click **Headset** to connect through VoIP.

How to screen share:

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

How to 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.

How to chat:

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

How to record a studio presentation:

1. Launch the desktop application and click **Record** to record a studio presentation. Or, click **Host** and then **Record** on the Meeting Dashboard.
2. Select recording options (audio and/or screen sharing) and **Continue**.
3. To record audio, check the **Audio** box, click **Continue**, choose your audio preference and follow the instructions.
4. To record screen sharing, check the **Screen Sharing** box, select items to share and click **Start Sharing**.
5. Recording will begin immediately.

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.

## Chapter 5: Meeting Wall

### Section 5.1: 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.freeconferencecall.com](http://www.freeconferencecall.com) and enter the email and password you used to create your account.
2. Click **Log In**.  
**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 FreeConferenceCall.com 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.

## Section 5.2: 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 through your Meeting Wall:

1. Click **Invite** on the Audio Information box.
2. Select **Create a meeting** or **Create and add to Wall calendar** from the drop-down.
3. Fill in the Subject, Date Time and Duration for the meeting.
4. Type the participants' email addresses and click **Send Invites**.

To send an invitation through your own email client:

1. Click **Invite by Email** at the top of the Invite dialog box and an email automatically opens or click **Copy to Clipboard** at the bottom to paste the meeting information into your preferred email client.
2. Enter the participants' email addresses and click **Send**.

### Chat

Communicate with participants who join the meeting only by audio.

To enable Chat:

1. Make sure to toggle Chat **On** under your Wall Preferences.
2. Start the conference call and/or online meeting.
3. On your Meeting Wall, under Chat, type a message and click **Send**.
4. 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.

## Section 5.3: 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 and screen sharing were recorded, the 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.
- **Conference Keywords<sup>SM</sup>**

This service provides an automatic transcription of keywords used throughout the conference.

  1. Click **Keywords** next to your recorded conference call.
  2. Confirm to auto transcribe and wait for the Keywords<sup>SM</sup> to load.

The icon will appear in bold and all content will be visible.

## Section 5.4: 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 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.

## 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., FreeConferenceCall.com 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.

### Conference Settings

Click **Preferences** to manage the conference settings that will apply to all future conferences. Your settings are saved automatically and cannot be changed during a conference.

- **Entry and Exit Tones** – Turn entry and exit chimes **On** or **Off** when participants join or drop from the conference call.
- **Announce Caller Count** – Choose to notify **All** or **Hosts Only** how many callers are on the conference call.
- **Ask Job Code** – Select to have the system prompt for a job code (arbitrary sequence of digits that helps the host identify a conference in History & Recordings) **On Dial-in** or **Never**. The job code can be set during the conference by pressing **star (\*)**.
- **Wait for Host** – Choose if a conference can start without a host. Select **Off** to have the conference start when the first participant arrives, regardless if the host is there. Select **On - X minute(s)** and participants are placed on hold for the chosen preset time. If the host does not join the conference call before the preset time expires, participants will be disconnected.
- **Continue Without Host** – Choose how long the conference can continue once the host disconnects. Select **On** to have the conference continue when the host disconnects from the call. Choose **On - X minute(s)** to set the conference to continue for the selected preset time and then all participants will be disconnected.
- **Enable Recording** – Choose to control the recording capabilities from Web Controls, the desktop app or keypad commands. Choose **On** to enable or **Off** to disable.

### Online Meeting Settings

Manage the online meeting preferences that will apply to all future meetings. Settings are saved automatically and cannot be changed during a meeting.

**Display Attendee List** – Determine the names that display to participants in the Attendee List on the Meeting Dashboard. Choose **All** to show the names of all participants and hosts. Choose **Hosts Only** to show only the names of the hosts.

## Section 5.5: Broadcaster

Broadcast recorded audio files and screen sharing sessions during a live meeting. Click **Broadcaster** at the top of your Meeting Wall to view and upload recordings that can be broadcasted.

All meeting recordings and uploaded audio files, including those added to Meeting Resources, are displayed in the Broadcaster. Most of the features available are the same as those available on the History & Recordings tab. Along with those options, Broadcaster allows you to upload audio files that can be played over the conference line. The system supports both .mp3 and .wav files.

**Note:** Video files from other providers are currently not supported.

To begin broadcasting:

1. Start your conference call or online meeting.
2. Locate the recorded audio or screen sharing 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 recording plays over the phone. If you are holding an online meeting, and the recording includes a screen sharing session, the audio portion plays over the phone and the screen sharing session displays on the screen.

**Note:** An online meeting is not required to broadcast recorded screen sharing sessions. To broadcast without an online meeting, click **Broadcast** and all participants hear the broadcast. While broadcasting is in progress, you can pause the playback, fast forward by 10 seconds or stop broadcasting.

# Appendices

## Appendix A: Technical Support

If you have any questions or need technical assistance, go to [www.freeconferencecall.com/support](http://www.freeconferencecall.com/support) to chat live 24/7 with Customer Care, email [support@freeconferencecall.com](mailto:support@freeconferencecall.com) or call (844) 844-1322.

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