

Quick Reference Guide



The Basics

Before your call: No reservations are needed. Distribute the Dial-in Number and Conference ID, along with the time of the call.

A Host is not required, unless you change the Conference Start setting via the Host Control Panel. To join as a Host, press star (*) instead of pound (#) after you enter the Conference ID — you will then be prompted to enter the Host PIN. If you wish to promote yourself to a Host during a conference in order to use the Host Keypad Commands, press star-three (*3), and you will be prompted to enter the Host PIN.

Host Control Panel

This online dashboard allows you to modify your conference line settings, monitor a live conference call, view activity reports and download records. The panel can be accessed at:

<https://panel.freeconferenceusa.com>

You will need your Conference ID and Host PIN to log into the panel. You do not need to use the panel during your conference calls, but the panel displays a list of participants, allowing you to mute and drop callers. After your conference, you can download recordings (if available) and print a list of participants.

Joining Your Conference Calls

Participants who call the Dial-in Number will be prompted to enter your Conference ID to join the conference. (Only hosts need to enter the Host PIN.)

Starting Your Conference

The Conference Start default determines whether the presence of a Host is required before the conference begins. If you want callers to stay on music-on-hold until the first Host arrives, change the Conference Start setting to “When Host Joins”. If you want the conference to begin immediately, choose “When 2nd Caller Joins”.

Conference Modes

For large conferences, you can use the Conference Mode setting to automatically mute participants, allowing one or more Hosts to speak while eliminating background noise. You can change the mode during conferences via the Host Control Panel or a Host Keypad Command.

Your Bridge Info

Conference ID _____

Host PIN _____

Dial-in Numbers _____

Keypad Commands

As a Host, you can modify active settings using your phone keypad. Commands **in bold** are also available to non-Hosts.

- *0 Play Keypad Command menu
- *1 Record conference (toggle on/off)
- *2 Lock out new entrants (toggle on/off)
- *3 Promote yourself to Host**
- *3 Start conference (*in “when Host Confirms” mode*)
- *41 Presentation Mode
- *42 Conversation Mode
- *43 Question & Answer Mode
- *44 Hosts Only Mode (*others placed on hold*)
- *5 Raise your hand**
- *6 Mute your line (toggle on/off)**
- *78 Turn off Entry & Exit alerts
- *79 Restore default Entry & Exit alerts
- *86 Increase speaking volume**
- *87 Decrease speaking volume**
- *90 Instant Conference Start (*1-party conference*)
- *91 End the conference
- *# Private roll call announcement
- ** Toggle hold music on and off**

Conference Mode	Description
Conversation *42	All un-muted.
Presentation *41	Only Hosts can speak. Others muted.
Question & Answer *43	Non-Hosts muted, but can un-mute by pressing *6.
Hosts Only *44	Private host conversation. Others placed on hold.