

# Participant Instructions

Below are instructions for participating in meetings using FreeConferenceCall.com. If you have any additional questions, 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.

## Audio Conferencing

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

### How to Join

To join an audio conference call:

1. Call the dial-in number provided. A link to local in-country dial-in numbers is also available in the invitation from the host
2. When prompted, enter the host's access code, followed by **pound** or **hash (#)**.

### Phone Keypad Commands

#### Participant Keypad Commands

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

Command	Title	Description
<b>*3</b>	<b>Breakout Rooms</b>	Leave the main conference to join a sub-conference. Press <b>*3</b> followed by the number of the sub-conference, from <b>1</b> to <b>9</b> , or press <b>*3*</b> to return to the main conference room at any time.
<b>*4</b>	<b>Instructions</b>	Hear the list of available keypad commands.
<b>*6</b>	<b>Self Mute</b>	Mute your individual line. Press <b>*6</b> again to unmute the line.
<b>94</b>	<b>Reactions</b>	Raise your hand and share your reactions digitally in meeting.  Press <b>94</b> to hear the list of reactions available in meeting.  Press <b>941</b> to raise your hand  Press <b>942</b> to show a thumbs up  Press <b>943</b> to show a thumbs down  Press <b>*</b> to remove your reaction
<b>#PIN#</b>	<b>Audio Sync</b>	Integrate your audio with the online meeting. Press <b>#</b> , enter the <b>PIN</b> listed on the Meeting Dashboard and press <b>#</b> again.  <b>Note:</b> This command is used only for online meetings.

### Playback Instructions

There are two options for playing back a recorded conference.

1. The host provides participants with the playback number, access code and reference number.

Please note that the playback number is different from the conference dial-in number. Call into the recording playback number, then enter the access code and reference number for a specific recording when prompted. Once confirmed, the system will play back the recorded conference. During playback, scroll forward or backwards through the recorded conference using the following phone keypad commands:

Command	Title	Description
<b>4</b>	<b>Rewind one minute</b>	Press 4 to rewind one minute.
<b>5</b>	<b>Pause/Resume</b>	Press 5 to pause, press 5 again to resume.
<b>6</b>	<b>Fast forward one minute</b>	Press 6 to fast forward one minute.

2. The host shares a link to the recording.

## Online Meetings

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

### How to Join

Join the online meeting using the FreeConferenceCall.com desktop application (recommended) or Web Viewer.

**Note:** We recommend Chrome™ web browser for full participant functionality, including VoIP audio, video and viewing screen sharing with chat.

What you need:

- Host's online meeting link and/or online meeting ID (desktop application only)
- If you are dialing in for the audio portion (recommended), have the dial-in number and access code ready

To join with the desktop application (recommended):

1. Launch the FreeConferenceCall.com [desktop application](#).
2. Click **Join** and enter your name, email address and the host's online meeting ID.
3. 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.

To join with Web Viewer (no download necessary):

1. Open the online meeting link in a browser to load Web Viewer.
2. On the Web Viewer pop-up window, enter your name and email address and click **Join**.
3. Click **Phone** and/or **Camera** on the Meeting Dashboard then follow the prompts to connect with audio and/or video. You will be placed on hold until the next participant arrives.

**Note:** To share your screen, use Chromebook for full participant functionality or download the desktop application by selecting **Info** on the Meeting Dashboard and clicking **Download Desktop App**. You can also download the desktop app anytime by going to [www.freeconferencecall.com](http://www.freeconferencecall.com) and clicking **Get Desktop App** at the bottom of the page.