

(1) Purposes of this User Guide

- i. Introduce FreeConferenceCall as a free online conferencing and collaboration tool for CCC users.
- ii. Provide a brief guide of how to use FreeConferenceCall.

(2) What is FreeConferenceCall?

FreeConferenceCall is an online conferencing and collaboration tool. It enables users to host or join audio and video web conferencing meetings anytime, anywhere. Its free features are sufficient for most CCC users. (The upgrade options include extra storage (above 1GB as the first 1GB is free), custom greeting, custom hold music).

Please visit www.freeconferencecall.com for more details on the product.

Its FAQ page provides you answers to the common questions that may be of interest to you: <https://www.freeconferencecall.com/global/au/support>.

(3) Getting started

For those who plan to only use a phone to join audio meetings in the future, then it suffices to know that your meeting host will provide you a phone number and access code for you to dial in and join meetings.

For those who plan to join online audio and/or video web conference meetings, then read on.

- a) Set up a free FreeConferenceCall account.

Visit <https://www.freeconferencecall.com/global/au>, click 'Create My Free Account', and then follow instructions to create an account.

- b) Download the FreeConferenceCall application on your device (desktop or mobile app).

Visit <https://www.freeconferencecall.com/global/au/downloads> and choose a download for your device.

(4) Joining a meeting

The following instructions were extracted from FreeConferenceCall participant help page. Visit <https://www.freeconferencecall.com/global/au/participant-instructions> for more info.

- (1) To join an audio conferencing, the meeting host would provide you the dial in phone number and an access code. Just use your phone to dial in the phone number and then key in the access code followed by the hash (#) key.
- (2) To join an online conferencing, you need to download the FreeConferenceCall application on your device.

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.

(5) Hosting a meeting

The following instructions were extracted from FreeConferenceCall host help page Refer to <https://www.freeconferencecall.com/global/au/host-instructions> for more info.

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

To send an online invitation or email:

- (1) Log in to your FreeConferenceCall.com 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**.

Hosts may also invite using Google Calendar or Outlook.

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 (#).

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 FreeConferenceCall.com 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.

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.

(6) Experiences to share

- > The quality of online conference experience of a user depends on the user's device and the user's surrounding Wifi quality. If either the device or Wifi strength is insufficient to host/join a *video* conference, then a user can host/join a conference by *audio*. Note that dial in by phone is always an option.

Please send churchoffice@cccmilsonspoint.org any user experiences that you would like to share and, if deemed relevant or useful to other users, they may be included in future editions of this document.