

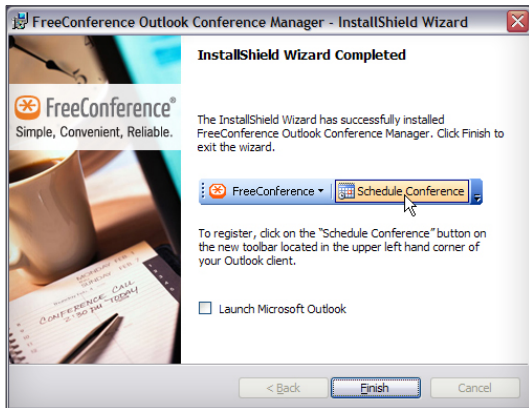
FreeConference® Outlook Conference Manager User Guide

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FreeConference®

Simple, Convenient, Reliable



To download the Outlook add-in:

1. Go to the Outlook add-in product page at:
<http://www.freeconference.com/outlook-manager-add-in.aspx>
2. Click on the "Download" button. You will be directed to www.download.com to download the add-in.
3. Select "Download Now"
4. Select "Run" or "Save" when the File Download box appears
5. A download screen will appear
6. Once the download is complete, you will be guided through the installation process by the InstallShield Wizard.
7. You will need to restart Outlook in order to complete the installation and activate the registration process.

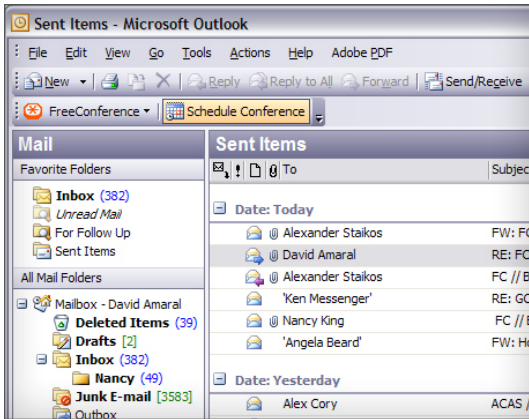


Figure 1

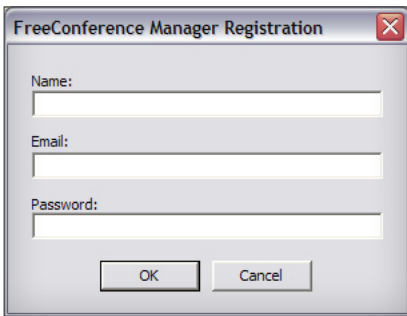


Figure 2

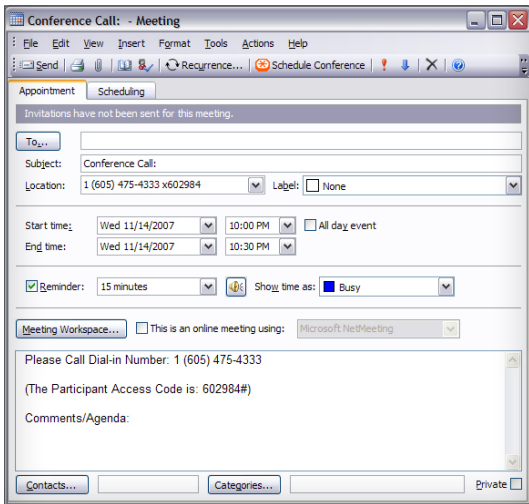


Figure 3

How to register for your FreeConference Outlook Conference Manager Account

1. Locate the new FreeConference Outlook Conference Manager toolbar in the upper left corner. (fig 1)
2. Click on the “Schedule Conference” button. (fig 1) This will open a window to complete the registration process. (fig 2)
3. Enter your name, email and a password in the form.(fig 2)
4. After your registration, a “Conference Call” window will automatically open for your convenience. (fig 3)

Your dial-in number and access code are now available for use. This information will be automatically added to your conference meeting invitations.

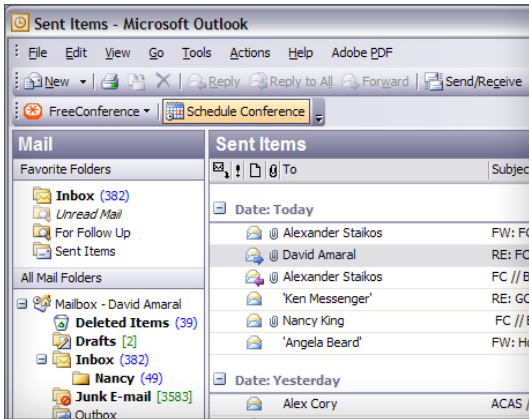


Figure 4

Scheduling a meeting using the FreeConference Outlook Conference Manager

There are several ways to schedule your meetings in Outlook. Below are the two simplest ways.

1. Select the FreeConference “Schedule Conference” button from the Outlook toolbar (fig 4)
2. Alternatively, select “File”, “New” and then select the “Schedule Conference” button from the drop down list (fig 5)

A meeting request window will be opened (fig 6). Your dial-in number and access code are automatically embedded in the text area. You may add additional conference information here. Everyone who enters the dial-in number and participant access code on the date and time prescribed will be connected together.

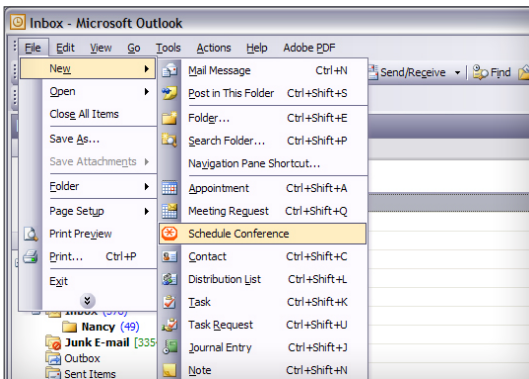


Figure 5

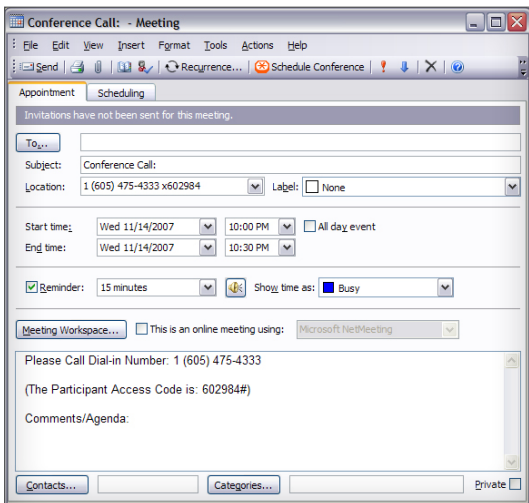


Figure 6

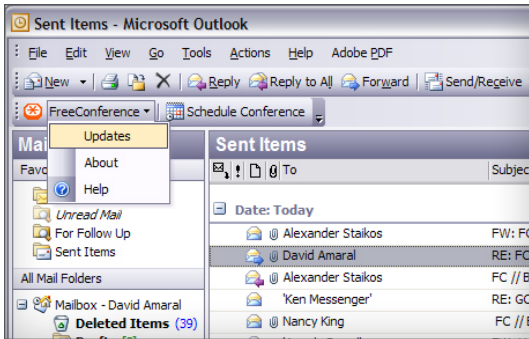


Figure 7

To Update your FreeConference Outlook Conference Manager Information

On the FreeConference drop down menu (fig 7) located on the toolbar, select “Updates”.

Alternatively, you can select “Tools”, “Options” and the “Updates” tab.

Once in the “Updates” window, you can do the following:

1. Check for dial-in number updates
2. Edit your conference information template by adding additional information to the dial-in number and access code. All changes/additions will appear automatically in your conference invitations.
3. Check for Outlook add-in updates that may include new products or features. When you schedule a meeting, your system will automatically check for updates.

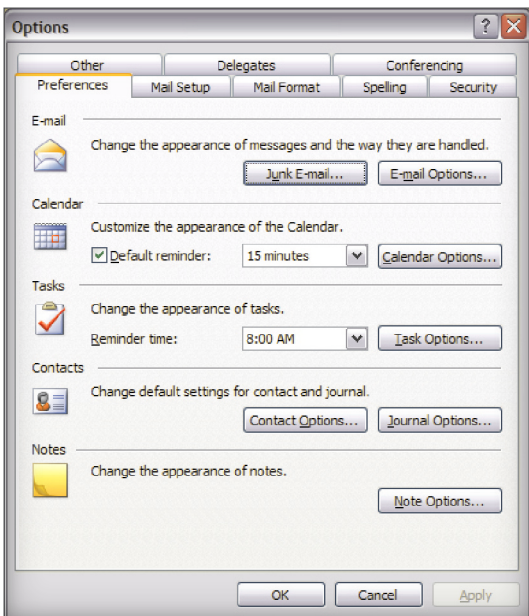


Figure 8

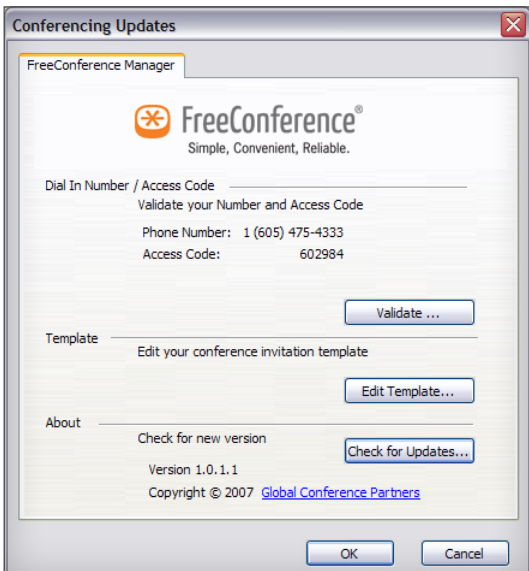
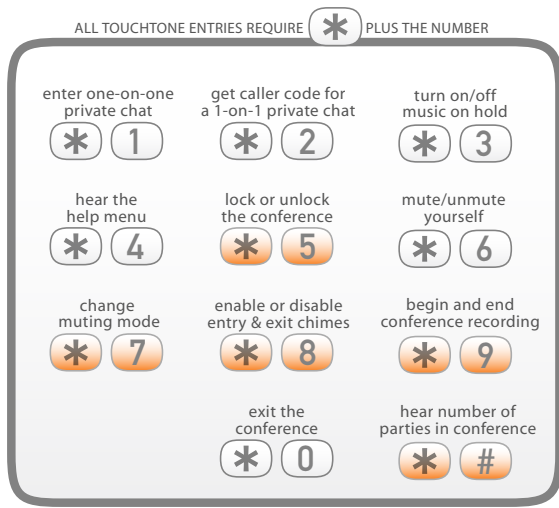


Figure 9



Note: * 5, * 7, * 8, * 9 and * # are available to the call Organizer only. You can gain Organizer privileges by putting the star key in front of your access code (e.g., *12345).

Use of “enable or disable entry and exit chimes” * 8
Entry Chimes – When this conference control is enabled, a sound will signal when a Participant enters or leaves the conference. This is useful for the Organizer to welcome new conference Participants, and is accessible by entering the Organizer Access Code to join the conference. At any time during a conference, conference Organizers can turn the Entry Chimes and Exit Chimes on and off by pressing * 8 on the telephone keypad.

Use of “one-on-one private chat” * 1 and * 2
 To have a separate, private two-party chat during your main conference, simply press * 2 to access your “caller code.” Exchange caller codes with the person with whom you wish to consult, then press * 1 plus the caller code. Since only two people can be in a private chat, it is still secure, even if you announce your codes to each other out loud in the conference. When you each enter the other person’s code, you will automatically be placed in your secure private room. Press any key on the pad to return to the main conference.

Touch-Tone Reference Guide

This touch-tone guide is for use while on a conference call.

Organizer Controls

Note: Keys * 5, * 7, * 8, * 9 and * # are only available to the conference organizer.

Use of “Locking the Conference” * 5

This can be used for increased conference security, by preventing additional Participants from joining the conference, and is accessible by any conference Organizer. At any time during the call, Organizers can lock or unlock the conference by toggling the “5” on the telephone keypad. Note that if the conference is locked and a Participant is disconnected (e.g., cell phone) from the conference, the room must first be unlocked before that Participant can rejoin the conference.

Use of “change conference muting modes” * 7

Conversation Mode – This mode provides an open conference in which all Participants can speak freely and be heard by all in the conference. This mode works best for small groups of conferees. For larger conferences, Presentation mode may be more effective. At any time during a conference, conference organizers can switch between conversation mode, Q&A mode and presentation mode by toggling * 7. It’s a three-position toggle in this order: Conversation → Q&A → Presentation (→ Conversation) and a voice prompt will alert you to the current mode each time you change the configuration.

Q&A Mode – This mode allows participants to unmute themselves, permitting a “question and answer” or interactive session to be held during a conference call. This mode is accessible to those who provide the organizer code when entering a conference. At any time during a conference, conference organizers can switch between Q&A mode, presentation mode and conversation mode by toggling * 7.

Presentation Mode – This mode automatically mutes every member of the conference, except those who have entered as an organizer, allowing conference participants to listen without being able to speak to others in the call. This mode works best with large groups of conferees for reducing background noise, and is accessible to those who use the organizer code when entering a conference. At any time during the call, conference organizers can switch between presentation mode, conversation mode and Q&A mode by toggling * 7.

FreeConference Outlook Conference Manager FAQs

What Operating Systems does this work on?

The Outlook add-in works with the Microsoft Windows Operating System and requires Microsoft Outlook 2000 or a more recent version of Outlook.

What is the download process?

The Outlook add-in is available at www.download.com. This site has certified FreeConference's Outlook Conference Manager to be free of viruses, Trojan horses, malicious adware, spyware, or other potentially harmful components, so you can feel assured that this download is safe. After downloading, to receive your conferencing info, you will be asked to enter your name and email address and to create a password. It only takes a minute to download and set up an account.

When I tried to download the Outlook add-in I received a message stating I needed administrator privileges. What does this mean?

Some companies only allow network administrators to download software into employees' computers for safety reasons. Please contact your IT administrator to complete the download.

How much does it cost?

It is free to download the Outlook add-in and to use our basic conferencing services. In order for conference participants to reach our centrally located facilities, each one must call a U.S. long distance telephone number that we provide. The only cost to participants is the long distance rate charged by each individual conference participant's long distance carrier (Sprint, MCI, AT&T, etc.). We do not require the use of any specific carrier, nor do we know what rates you pay on your calling plan. If you can dial a U.S. phone number, you can use our service.

Where do I get my Dial-in Number and Access Code?

Once you've downloaded the Outlook add-in you are prompted to quickly sign up for an account and are assigned a Dial-in Number and Access Code at that time.

I already have an account with FreeConference, including an On Demand dial-in number. Is this the same number you use for the Outlook add-in?

Yes, if you have an account at FreeConference, your On Demand dial-in number will be the same.

Can I uninstall the Outlook add-in?

Yes. Go to your control panel and select "add/remove program". You can reinstall again at any time.

How many people can I have on my conference call?

The Outlook add-in can support up to 150 participants for as long as 6 hours per conference call.

Will I get the same conference information to use if I install the Outlook add-in on multiple computers?

Yes, if your registration information (based on the email address you provide) is the same. If you wish to have a different account, you will need to register under a different email address.

Can I schedule recurring conference calls?

Yes, for regularly held meetings select "recurrence" from the Outlook toolbar and fill in the information as you normally would for any recurring meeting. When finished, click on "send updates" or "send" as you normally would and your invitations will be sent with the conference information automatically input into your calendar.

Will I know who has accepted my invitation?

Yes, invitees are provided with an accept and a reject button in the invitation, as with any outlook meeting invitation. Once they have chosen a response, organizers will be notified of their status.

How am I able to invite my participants using the Outlook Conference Manager? Can I send group notices?

To invite participants using the Outlook add-in, find and select them from your existing contacts list. If they are grouped in your Outlook Contacts you are able to select the group you wish to invite without having to select each person.

How far in advance do I need to schedule my meeting?

All calls can be placed immediately without prior scheduling.

Do you provide local numbers in my area to reach your service?

We do not provide customized local numbers for any one person's area code. Our conference facilities are centrally located to balance long distance services across our full customer base within networks we believe will operate to maximize reliability of the 100% digital connections they manage.

What are organizer controls and how do I activate them?

By entering the star (*) key before the Participant Access Code you can access the organizer controls which allow you access to enhanced conference controls such as locking the conference, changing the conference mute mode between conversation, presentation and Q&A modes, and enabling entry and exit chimes. See a schematic of keypad controls, on the previous page.