For Technical Support during a conference press *0

After pressing *0, you will temporarily leave the conference. You may rejoin the conference by pressing * at any time.

Once connected with a support specialist, they can troubleshoot the issue with you. They may request to monitor the conference to help identify the problem. If the issue cannot be resolved within eight minutes, a ticket will be opened and the request will be escalated to a Tier 2 support specialist who will contact you.

When the host presses *0, the attendees will hear: “The host has left the meeting to meet with meeting support and will join you soon.” Any participant on the call may press *0 to reach a support specialist and minimize interruption for the host.

If you encounter trouble during your conference call, you should contact Customer Care immediately after your call is completed. Promptly reporting issues will enable quicker resolution of the problem. When contacting Customer Care, have the following information available:

- Date and time problem occurred (including time zone)
- Moderator Name and Client ID
- Passcode
- Phone number dialed
- Phone number dialed from
- Type of phone used (home, mobile, speaker, office)
- Detailed description of the issue

Dedicated Support Number - 719-325-4383

Frequently Asked Questions

Q: There is an echo on my call.
A: Many things can cause an echo including the use of a speaker phone or a bad connection. A quick way to locate the problem is to have each participant mute their phone one at a time to isolate the trouble. If this does not identify the problem, press *0 for technical support.
Q: There is music playing during my conference.
A: It is possible that one of the participants has placed their phone on hold. If you are managing the call via your online host controls, you can mute that participant’s line. The line that is playing music will stay in a highlighted mode identifying which user has placed their phone on hold. If you are managing the call via phone, you can press 
096 to mute all participants.

Q: When I dial my conference number, I get a carrier message.
A: Carrier messages may state: “We cannot connect your call at this time” or “All circuits are busy.” These messages are generally followed by a numeric or alphanumeric code. They are generated by the carrier and indicate that there may be an issue with the line. When calling Customer Care, please have the numeric code on hand, this will help the carrier determine the location of the trouble.

Q: I was dropped from the call.
A: Dropped calls may occur for several reasons, including poor cell phone reception. If you are disconnected from a conference, try reconnecting using the original dial-in information. If you are unable to reconnect, contact a support agent.

Q: Participants cannot hear the conference.
A: If you are hosting, press 
06 to ensure that your line is not muted. Also, check the mute function on your phone to make sure you haven’t muted your equipment. Or you can press 
097 to verify that all lines are off mute. If you are still experiencing issues, please contact a support agent.

Q: I cannot connect to the conference as a participant.
A: Check that the call in number is correct. Verify the correct passcode. If you are still experiencing problems, contact a support agent.

Q: I cannot connect to my conference as a host.
A: If you experience difficulties joining your meeting when entering your dial-in access number, please contact a support agent. The support agent will require the following information to further research your issue:

- The date, time and time zone when you dialed in to your meeting
- The telephone number from which you dialed
- The telephone number you dialed
- What you heard when you attempted to connect to your meeting

Q: I get a “Passcode Invalid” message when dialing.
A: An invalid passcode message can occur after dialing into a conference and entering a passcode that is incorrect. Here are a few steps you can follow to help resolve this issue:
- **Verify your Passcode**: Re-enter the passcode followed by the # key. If the teleprompter reads the passcode you just entered, you may have incorrect dial-in information. Check your invitation or contact the conference call moderator.

- **Use a different connection type**: If you are dialing from an international location, using SKYPE (or other Voice Over IP (VOIP) service) or calling from a cell phone, your line might be transmitting tones that are not identifiable by the conferencing software. Make sure the numbers repeated by the teleprompter are correct. If you notice that some numbers have been skipped, try your call again using a different phone. If you are still unable to connect, contact a support agent for assistance.

**Q: A participant calling internationally is unable to join the call.**

**A: International dialing capability will be available in Spring 2013.**