**AT&T Global Conference Call TROUBLESHOOTING TIPS**

1. **TO PREVENT AN ECHO:** When entering the *Access Code* from a mobile phone or speaker phone, press the mute button to eliminate the system from reading the number more than once; and thereby, creating an invalid entry.
2. **AFTER THREE FAILED ATTEMPTS:** Caller will be connected to an operator who will assist in completing the call after three failed attempts of entering the *Global Access Number* and *Access Code*.
3. **INTERNATIONAL ACCESS CODE:** Countries that have multiple toll-free numbers (e.g. Japan and China), are assigned specific telephone providers. These providers are listed next to the dial-in number. Callers should use the number that is compatible with their phone. If the caller is unsure of what number to select, it is suggested to use the *Global Access Caller Paid Number* for their country or dial **(your international access code to dial “out” of your country) +1 216-706-7052.** There is only a charge for placing the call, not for the duration of the call.
4. **OPERATOR ASSISTANCE:** When all other attempts have failed, the HOST can press \*0 to have an operator connect caller. Host needs to verify the phone number with the caller before providing to operator.