If you your participants are having issues connecting in the future, please use our backup number. The backup number will reroute their call and connect them to your conference line. Below is the instruction how to use the backup number:

1.      Dial the backup number **1 (716) 293-9620**
2.      Next, they will be prompted to dial the original dial-in number # for the account.
3.      Next, they will be prompted to enter the access code # for the account. **(Access Code not needed if you have a One Number)**

* If you are not able to connect by telephone - try to connect vial our mobile or desktop application and vice versa.

* [**Download The Mobile App**](http://etrack.freeconferencecall.com/t/gcH1AAjaaBYOrQAD-vBEL6aabaaaaaaBPHKAF7aa?k=A_s~amp;m=S1njZw~25v9W0VnTxeoV0VwTnTjcu.Txd~amp;u=2Ci~amp;6=)**.** Tap here to [Download for iPhone](http://etrack.freeconferencecall.com/t/gcH1AAjaaBYOrQAD-vBEL6aabaaaaaaBPHKAF7aa?k=A_s~amp;m=S1njZw~25v9W0VnTxeoV0VwTnTjcu.Txd~amp;u=2Cj~amp;6=), here to [Download for Android](http://etrack.freeconferencecall.com/t/gcH1AAjaaBYOrQAD-vBEL6aabaaaaaaBPHKAF7aa?k=A_s~amp;m=S1njZw~25v9W0VnTxeoV0VwTnTjcu.Txd~amp;u=2Ck~amp;6=). This will give you the ability to call in over WiFi. Our app also has smart call routing so when you dial-in using your phone we’ll route you to carrier networks that have the most bandwidth.

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* [**Download The Desktop App**](http://etrack.freeconferencecall.com/t/gcH1AAjaaBYOrQAD-vBEL6aabaaaaaaBPHKAF7aa?k=A_s~amp;m=S1njZw~25v9W0VnTxeoV0VwTnTjcu.Txd~amp;u=2Cn~amp;6=)**.**This lets you call in using your computer and also lets you stay better connected with screen sharing and video conferencing.