



## Troubleshooting for International and National ISDN Data Services

The following troubleshooting points may assist you should you experience problems in accessing or using the using the Globe Telecom ISDN Data Service. If you don't follow below points it is likely that your call will fail.

- The most common issue that causes problems is where all service numbers are not registered with Globe Telecom. It is imperative that all numbers are registered, therefore for completeness; we need both primary and secondary numbers for On-ramp 2's and the full number range for Primary rates.
- When making International calls you only need to dial our 4 digit access code followed by the country code, **not** our access code followed by 0011.
- When dialling any Australian destination you must always dial our 4 digit access code, then always an area code regardless of whether the call is a local call or a long distance national call.
- Always ensure that your equipment and the equipment at the destination is correctly turned on and capable of receiving a signal and video conference.
- If programming the video conferencing equipment ensure the correct numbering sequence is inserted.
- If the video conferencing equipment accesses outside destinations through a PABX, ensure that if either manual dialling or programming that the access digit/ digits to gain external access ie"/0" is inserted prior to our access code.
- If programming numbers or number ranges please only program the numbers and number ranges that are used for video conferencing, as we do not offer a domestic voice service.