

How To Reach Us When You Need Us

24 Hour Customer Support:

888-943-8282 Opt 1

Customercare@getatc.com

American Telephone Company maintains 24 hours a day 7 days a week customer support call center. Our service representatives aim for first call resolution, allowing you to focus on your real concern, your business.

- Identify yourself and the company you represent
- State the nature of the trouble
- A service ticket will be opened
- Your call will be transferred to our Tech Support Team to attempt problem resolution
- In the event the issue resides, an onsite dispatch will be arranged

Cisco IP 7940/7960 Quick Reference



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|----------------------------------|----------------|
| 1. 1. Indicator Light | 10. Mute |
| 2. 2. LCD Screen | 11. Volume |
| 3. 3. IP Phone Series | 12. Volume |
| 4. 4. Line Buttons or Speed Dial | 13. Services |
| 5. 5. Adjustable Footstand | 14. Messages |
| 6. 6. Directories | 15. Navigation |
| 7. 7. Help | 16. Dial Pad |
| 8. 8. Settings | 17. Soft Keys |
| 9. 9. Speaker | |

Place A Call

Use Any of These Methods

- Lift Handset and Dial #
- Press Speaker and Dial #
- Press New Call and Dial #

Answer A Call

Four Ways to Answer a Call

- Lift Handset
- Press Speaker
- Press Headset
- Press Answer Soft Key

Create A Conference Call

- Dial Telephone #
- Press Conference
- Dial a Second Telephone #
- Press Join

Place A Call On Hold

- Press Hold
 - Press the Resume Button
- **If Multiple Calls are on Hold, be Sure to Select the Desired Line Button of the Held Call Before Pressing Resume**

Call Forward All Calls

- Press CFwd ALL
- Dial Forwarding # and Press Accept
- Press CFwdALL to Deactivate Call Forwarding

Changing Ring Tones

- Press Settings Button
- Navigate Down to Ring Type
- Press Select
- When You Find the Ring Type You Like, Press Select

Menu

Quickly Access Information Such as Call Logs and Phone Settings

To View and Dial From a Call Log:

- Choose Directories
- Choose Missed Calls, Placed Calls, or Received Calls
- Press Select
- Press Exit Twice to Return to Display

Personal Phone Directory

- Press Directories Button
- Navigate Down to Personal Directory
- Press Select
- Press Add
- Type in Name Where it Says New Name
- Type in Number Where it Says New Phone

Voicemails

To Retrieve Your Voicemails

- Press the Messages Button
- Enter the Ext Of Your Phone # and Then Press #
- Enter Your Password, then Press the # Key

To Retrieve Your Voicemail Remotely

- Dial The Assigned Remote Phone #
- Press * When Hear Recording
- When You Hear "Mailbox" Enter Your Extension Followed by the # Key
- When You Hear "Password" Enter Your Password Followed by the #Key.

Transfer A Call Directly To Voicemail

- During A Call, Press More
 - Press Transfer
- Press an 8-Extension and Call Will go Straight To Voicemail

Transfer

- During a Call, Press more
- Press Transfer
- Dial Telephone #, Press Dial
- Press Transfer
- If The Person Does Not Want the Call, Press EndCall To End The Transfer Session
- Press Resume to Get the Call Back

Blind Transfer

- During a Call, Press More
- Press BlindXfr
- Dial Telephone #, Press Dial