



How To Reach Us When You Need Us

24 Hour Customer Support:

888-943-8282 Opt 1

Customercare@getatc.com

ATC 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 SPA 504G/525G Quick Reference



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|----------------------|--------------------|
| 1. Handset | 8. Hold button |
| 2. Indicator Light | 9. Setup button |
| 3. LCD Screen | 10. Mute button |
| 4. Line Keys | 11. Volume button |
| 5. Softkey buttons | 12. Headset button |
| 6. Navigation button | 13. Speaker button |
| 7. Messages button | 14. Keypad |

Place A Call

- Use Any of These Methods
- Lift Handset and Dial #
 - Press Speaker and Dial #
 - Press Headset and Dial #

Answer A Call – Four Ways

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

Create A Conference Call

- During A Call Press The Conf Softkey
- Dial The Second Extension Or Telephone Number
- Press The Conference (conf) Softkey Again

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

Do Not Disturb

- Press Dnd Soft key on the LCD Screen Of The Phone.
- To Remove, Press The Dnd Softkey.

Personal Phone Directory

- Press the Setup Button And Select Directory
- Select new entry and press add Softkey
- Type In Name And Number in designated fields
- To Choose Ring Type:
 - o Press Option Softkey
 - o Toggle Through Available Options
 - o Press Select Softkey To Assign Ringtone
- Press Save To Save Entry

Call forwarding

- Press The Call Forward (cfwd) Softkey On The LCD Screen
- Enter The Extension Or Phone Number You Want The Call Forwarded To
- To Remove, Press The Call Forward Softkey

Voicemails

- Press The Messages Button
- Enter the Ext of Your Phone # And Then Press #
- Enter Your Password, Then Press the # Key

Retrieve Your Voicemails Remotely

- Dial The Assigned Remote Ph #
- 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 Blind Transfer (xfer) Softkey
- Dial **+Ext
- Press Dial

Transfer

- During a Call, Press The Transfer (xfer) Softkey
- Enter The Number That You Want To Transfer The Call To
- Press the Transfer (xfer) Softkey After The Phone Begins To Ring Or After The Phone Is Answered

Blind Transfer

- During A Call Press The Blind Transfer (xfer) softkey
- Dial The Extension Or Phone Number You Wish To Transfer The Call To
- Press The Dial Softkey To Transfer The Call