



## 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

## Star codes cheat sheet

Star Code	Feature
*11	Call Accounting (star code + account)
*2	Page an extension (star code + number)
*44	Spy on a Channel (star code + extension)
*45	Spy & Whisper on a Channel (star code + extension)
*46	Barge in on a Channel (star code + extension)
*47	Spy on an Extension (star code + extension)
*48	Spy & Whisper on an Extension (star code + extension)
*5	Mobile Phone shortcut (star code + extension)
*6	Selective caller ID (star code + prefix + number)
*7	Retrieve call from parking lot (star code + lot number)
*700	Park a call (use attended transfer)
*77	switches call waiting on/off
*81	Echo Test
*82	Music-On-Hold Test
*83	Re-record enterprise prompt (star code + ID)
*84	internal access to alternate voicemail box
*85	Access to the advanced feature menu
*86	internal access to voicemail
*87	internal & anonymous access to voicemail
*88	Queue log on/off (star code + queue numeric ID)
*90	switches caller ID transmission on or off
*96	Page an extension (star code + number)
*98	Pick-up a ringing extension (star code + number)
*987	records prompt for the enterprise panel