



**How To Reach Us When You Need Us**      **24HourCustomerSupport:**      **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

**How to Retrieve Voicemail**

From the phone the messages are on:	Remotely: If you have a remote number for remote access dial it or Press * to escape the voicemail greeting and login to your mailbox
<ol style="list-style-type: none"> <li>1.Press the 'messages' button (looks like an envelope)</li> <li>2.Enter password (default is 12345)</li> <li>3.Press 1 for new messages</li> <li>4.Press 7 to delete</li> <li>5.Press 6 for the next message</li> </ol>	<ol style="list-style-type: none"> <li>1. Dial remote dial-in number or ( * to escape greeting then to step 3)</li> <li>2. Enter extension number</li> <li>3. Enter password (default is 12345)</li> <li>4. Press 1 for new messages</li> <li>5. Press 7 to delete</li> <li>6. Press 6 for the next message</li> </ol>

Advanced Feature Menu (*85)	Voicemail Menu (*86) or messages button
<ol style="list-style-type: none"> <li>1 Listen to messages (Voicemail Menu, see next page)               <ol style="list-style-type: none"> <li>2 Call-back menu System plays back call records, press 1 to call back after the record</li> </ol> </li> <li>3 Configure call forwarding               <ol style="list-style-type: none"> <li>1 Toggle Call Forwarding On/Of</li> <li>2 Configure Call Forwarding Number (press # when finished)</li> </ol> </li> <li>1 Accept</li> <li>2 Discard</li> <li>4 Dial-tone</li> <li>5 Record voice prompts (press # when finished)               <ol style="list-style-type: none"> <li>1 Accept your recording</li> <li>2 Re-record your prompt</li> </ol> </li> <li>6 Jump to a different mailbox</li> <li>7 Leave a voice-mail message for another user Enter mailbox number of the voicemail recipient</li> </ol>	<ol style="list-style-type: none"> <li>1 Listen to voicemail messages</li> <li>3 Advanced options               <ol style="list-style-type: none"> <li>1 Reply</li> <li>3 Message Envelope (time, date, caller ID number) * Return to previous menu</li> </ol> </li> <li>4 Play previous message</li> <li>5 Repeat current message</li> <li>6 Play next message</li> <li>7 Delete current message</li> <li>8 Forward message to another mailbox               <ol style="list-style-type: none"> <li>1 Prepend the message</li> <li>2 Forward the message without prepending * Return to main menu</li> </ol> </li> <li>9 Save current message in a folder               <ol style="list-style-type: none"> <li>0 New messages folder                   <ol style="list-style-type: none"> <li>1 Old messages folder</li> </ol> </li> <li>2 Work messages folder</li> <li>3 Family messages folder</li> <li>4 Friends messages folder # To cancel * Help; during message playback: Rewind # Exit; during message playback: Skip forward</li> </ol> </li> <li>2 Change folders               <ol style="list-style-type: none"> <li>0 Switch to New Messages</li> <li>1 Switch to Old Messages</li> <li>2 Switch to Work Messages</li> <li>3 Switch to Family Messages</li> <li>4 Switch to Friends Messages</li> </ol> </li> <li>0 Mailbox options               <ol style="list-style-type: none"> <li>1 Record your unavailable message **</li> <li>2 Record your busy message **</li> <li>3 Record your name **</li> <li>4 Record your temporary message (supersedes unavailable message) **</li> </ol> </li> <li>5 Change your password * Return to the main menu</li> </ol>