

How To Reach Us When You Need Us

24 Hour Customer Support:

888-943-8282 Opt 1

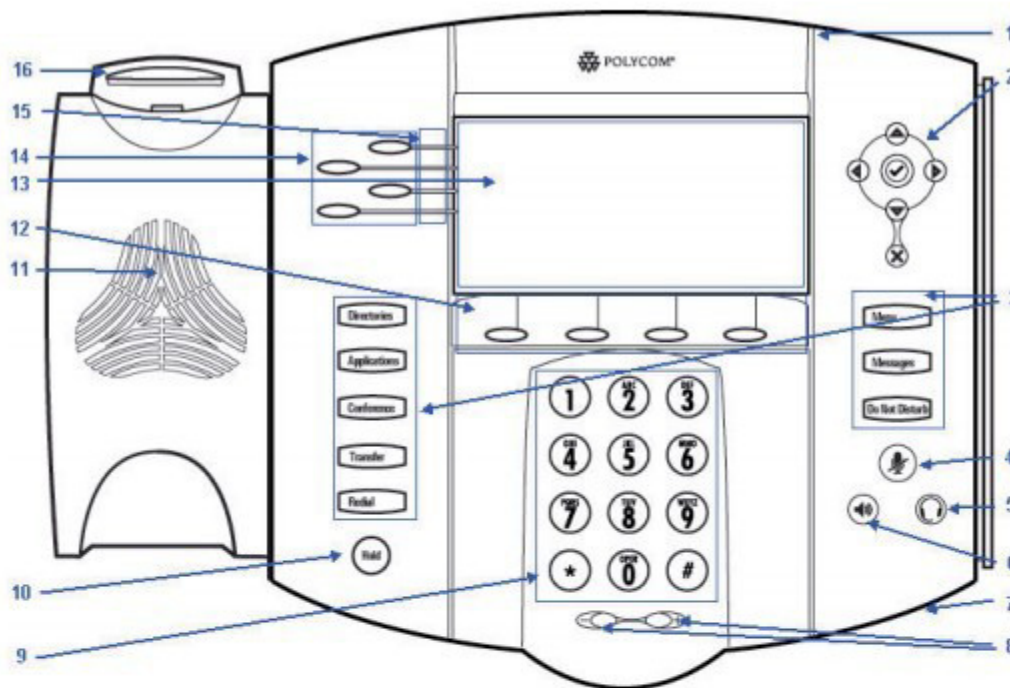
Customercare@getatc.com

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

Polycom 550 / 650



1. **Message Waiting Indicator** - Alert for voice and text (instant) messages
2. **Arrow Keys** - Scroll through display information
3. **Feature Keys** - Access important features using these keys
4. **Microphone Mute** - Mutes audio transmission locally during calls and conferences
5. **Headset** - Allows you to place and receive calls through an optionally connected headset
6. **Speakerphone** - Allows for hands-free communication during calls
7. **Hands-free Microphone** - Pick up audio during hands-free calls. Place your phone on a hard, flat surface for best results
8. **Volume Keys** - Adjusts the volume of the handset, headset, speaker, and ringer
9. **Dial Pad** - Provides the 100 digits, the alphabetic characters, and special characters available in context-sensitive applications
10. **Hold** - Holds an active call or resumes a held call
11. **Speaker** - For Ringer and hands-free audio output
12. **Soft Keys** - These keys are automatically labeled to identify their context-sensitive functions
13. **Graphic Display** - Shows information about calls, messages, soft keys, time, date and other relevant data
14. **Line/Speed Dial Key** - Use these keys to activate up to four (550) or six (650) lines or speed dials that can be assigned to your phone
15. **Line Indicators** - Individual multi-color LEDs display the dynamic call state and remote user status (Busy lamp field (BLF) and presence).
16. **Hookswitch**