

## 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 6000



Item	Description
1 	<b>Select key</b> Allows you to: <ul style="list-style-type: none"> <li>• Select a field of displayed data</li> <li>• Toggle features on or off</li> </ul>
2 	<b>Scroll keys</b> Allow you to: <ul style="list-style-type: none"> <li>• Scroll through displayed information</li> <li>• Enable or disable fields</li> </ul>
3 	<b>Volume keys</b> Adjust the volume of the speaker and the ringer.
4 	<b>Mute key</b> Toggles the microphone on or off during a conversation by doing the following: <ul style="list-style-type: none"> <li>• Stopping local audio from being heard at the far end of the call</li> </ul>
Item	Description
5	<b>Dial pad keys</b> Contain 10 digits, 26 alphabetic characters, and other special characters available in context-sensitive applications.
6 	<b>Redial key</b> Automatically dials the last number you called.
7 	<b>Call key</b> Initiates or ends a call.
8 	<b>Soft keys</b> Select specific context-sensitive functions that display on the screen above each soft key.
9 	<b>Exit key</b> Exits the current screen and returns to the previous menu.
10 	<b>Menu key</b> Allows you to: <ul style="list-style-type: none"> <li>• Access additional features and configuration settings</li> <li>• Exit the current screen and return to the idle screen</li> </ul>
11	<b>LCD graphic display</b> Shows the time and date, and information about calls, messages, soft keys, and other relevant information.

## Polycom 6000 icons

Icon	Line or Call State	Description												
	Active call	A call is in progress using HD Voice. The active call icons merge into one icon on the phone screen. The following figure shows what displays on the screen during an active call: <table border="1" data-bbox="763 483 1096 609"> <tr> <td></td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> <tr> <td>HD</td> <td>HD</td> <td>HD</td> <td>HD</td> <td>HD</td> <td></td> </tr> </table>							HD	HD	HD	HD	HD	
														
HD	HD	HD	HD	HD										
	Conference	A conference is in progress. See <a href="#">Hosting Conference Calls</a> on page 3-6.												
	Dialing	The phone is dialing a number.												
	Do Not Disturb	You have enabled the Do Not Disturb feature on your phone. Your phone will not ring. See <a href="#">Using Do Not Disturb</a> on page 3-14.												
	Forwarding	You have enabled the forwarding feature on your phone. See <a href="#">Forwarding Calls</a> on page 3-11.												
	Hold	A call or conference is on hold. See <a href="#">Holding and Resuming Calls</a> on page 3-6 and <a href="#">Holding and Resuming Conferences</a> on page 3-8.												
	Registered line	The phone can place and receive calls.												
	Registered shared line	The phone, which shares a directory number with another phone, can place and receive calls. See <a href="#">Understanding Shared Lines</a> on page 2-26.												
	Ringing	The phone is ringing.												
	Unregistered Line	The phone is unable to place and receive calls.												
	Voice mail message	You have a new voice mail message. See <a href="#">Using Voice Mail</a> on page 3-16.												