

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 Soundstation Guide



Phone

Answers incoming calls, dials a call, ends a call, and provides dial tone.

Conference

Add additional call participants during a conference call.

Dial Pad

These 12 keys provide the 10 digits and



Volume

Use these to adjust the volume of the speaker and ringer.


Mute

Toggle on or off during a conversation.


Place A Call

- To Obtain Dial Tone, Press the  Key
- Dial the Desired #
- To Cancel the Call, Press the  Key

Call Mute

- To Mute a Call, Press the Mute Button 
- To Release Mute, Press the Mute Button Again

Answer A Call



- Press the  Key or any # Key to Answer an Incoming Call
- Pressing This Button Will Override All Other Telephone Activity
- The 3 LEDs Will Blink Green when the Phone Rings

Ringer Volume Adjustment

- When the Phone is in Ready State or on Hook, Press the Volume Buttons to Adjust the Ringer Volume

Answering A Second Call

If You Are on a Call When Another Call is Received, You Will Hear a Call Waiting Tone

- Press the Conference Button  to Answer the Incoming Call. The First Call Will be Automatically Placed on Hold
- Switch Back and Forth Between Calls Using the Conference
- Button 


Dial Tone Volume Adjustment

- When the Phone is Off Hook, Press the Volume Buttons to Adjust the Dial Tone Volume


Speaker Volume Adjustment

- During an Active Call, Press the Volume Buttons to Adjust the Speaker Volume

Ending A Call

- Press the  Key

Adding A Call

- While on an Active Call, Press the Conference Button 
- Dial the Number You Wish to Call
- Press the Conference Button to Join the Second Call. To Drop the Second Call, Press the Conference Key Again