



What is STIR/SHAKEN?

The government is enforcing a new protocol to prevent Robo Calls/Call Spoofing called STIR/SHAKEN.

This will check incoming calls and TAG them as SPAM based on our providers algorithms.

For more information: <https://www.fcc.gov/call-authentication>

We are enabling the STIR part of STIR/SHAKEN standards.

See the guide starting on the next page to learn how to configure your system settings.



Checking your SPAM Settings Guide

How to check your SPAM Settings:

1

Login to

portal.atscall.me | portal.voiceforpest.com

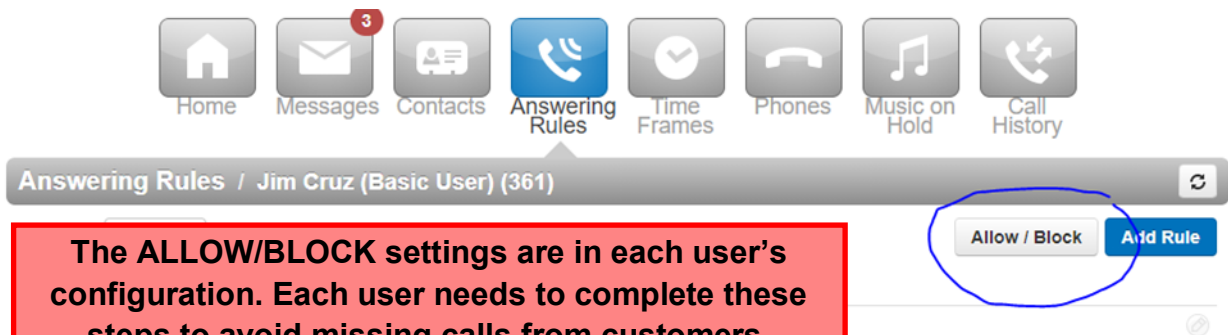
2

Go to Answering Rules:



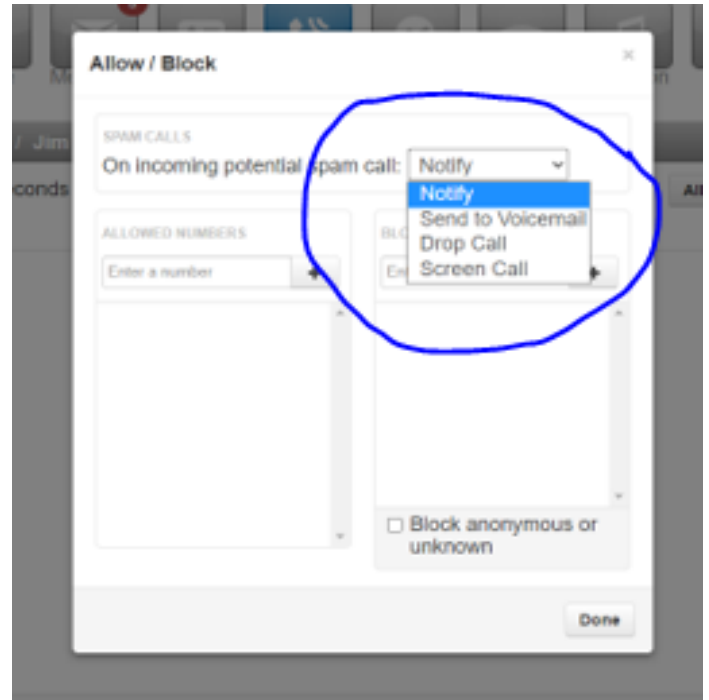
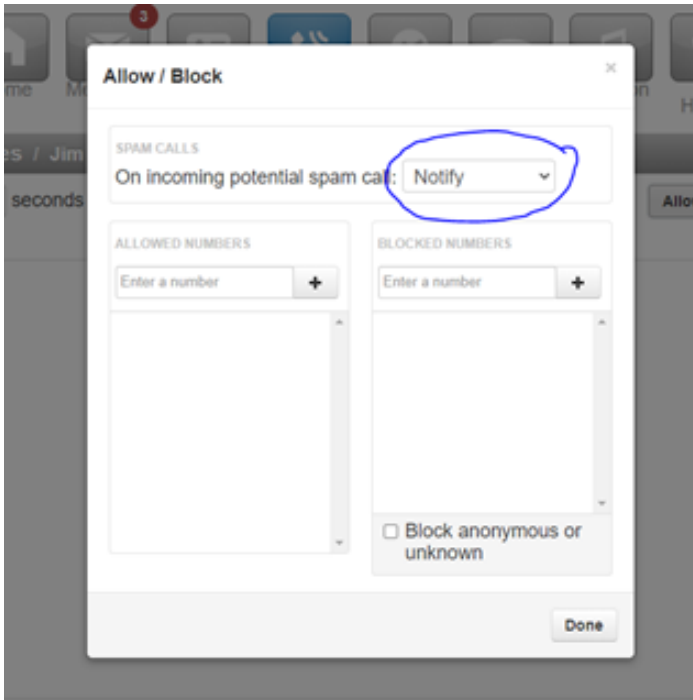
3

Click on the “Allow/Block” button



4

“On the incoming potential spam call” menu, select one of the options below:



Notify: SPAM will show in the Caller ID of the caller

Send to Voicemail: Call will NOT ring and go directly to voicemail

Drop Call: Call will be disconnected, and you will receive no notification

Screen Call:

1. The caller will hear “The party you are calling (Name/Ext) would like to know your name. Please record your name after the tone. Press # when you are finished”
2. When you answer this call you will hear “You have a call from ‘ and then hear their recording.’ Press 1 to retrieve the call, press 6 to send to voicemail, press 7 to drop the call.

Calls may be tagged as SPAM even though they are legitimate callers, so we don't recommend using the DROP CALL option.

Any questions? Contact Support 877-447-1555