

Accessing the Acadian Automated Response System

1. Dial 1-877-840-6440
2. You will hear, "Welcome to the Acadian voice menu"
3. Next, you will hear, "Please enter your technician ID followed by the # key."
4. Next, you will hear, "Please enter your pass code followed by the # key."
5. You will then hear the current account that you are logged into. If you are not logged into any account you will hear, "Welcome to the Acadian technician menu."
6. You will then hear the list of menu options, Press:
 1. READACC- To read the currently selected account
 2. CHANGE- To change the active account
 3. ENABLE- To remove this account from test
 4. DISABLE- To place this account in test
 5. EXTDISABLE- To extend the disable time on the account
 6. CLEARPEND- To clear pending alarms on this account
 0. TRANSFEROP- To be transferred to an operator

*REPEATMENU- To repeat this menu

#DISCONNECT- To disconnect from voice