



Answer an Incoming Call

Simply lift the handset to answer incoming calls. After answering the call you can:

- Put the call on local hold
- Transfer the call
- Put the call on or off speakerphone

Place an Outbound Call

Outbound calls can be dialed directly without any exit digit. Phone calls should be in this form: **503-764-4300**.

Note: Calls can also be place in the 1-503-764-4300, however the Country code is not required for the USA.

- 1 Lift the handset and dial the desired number OR
- 2 Press the "Speakerphone" key and dial the desired number. This will initiate a speakerphone call; lift the handset or press the headset button at any time to take the call off speakerphone.

Transfer a Call

Blind Transfer: Press the "xfer" soft key, then enter the extension to which you would like to transfer the call and press the "xfer" soft key to complete the transfer.

Consultative Transfer: Press the "xfer" soft key, and then enter the extension. When the party to whom you are transferring answers the call, consult with them about the call and press "xfer" again to complete the transfer.

Handset Volume and Ringing Volume

To adjust the volume on the handset press the **-** or **+** buttons at the bottom of the phone while the handset is off hook (lifted). To adjust the ringing volume, press the **-** or **+** buttons while the handset is on hook (in the cradle).

Note: If the phone has been reset, the volume settings will also be reset and you will need to adjust them again.

Checking Voicemail

- 1 Lift the handset (or press the speaker button).
- 2 Press the **Messages** button for your own messages or dial ***98** on the keypad to access messages for other extensions.
- 3 Follow the menu prompts.

Call Hold

Call hold is used when you want to place a call on hold and go back to the caller from the **same phone**. To place a call on hold, press the round "Hold" button. The call appearance light on the left side of the phone's screen will go red; to retrieve the call, press the call appearance button beside the red light.

Note: The Hold feature applies only to the Local phone, it does not place the call to network hold queue.

Initiating a Local Conference Call

- 1 Press the "conf" soft key; the party you have been speaking to will be put on hold and you will hear the dial tone
- 2 Dial the other party.
- 3 Wait for the person to answer so you can notify them that you are bringing them into a conference call
- 4 Press the "conf" soft key again; all parties are now on the call.

Note: If the party doesn't answer or doesn't want to participate in the conference call, hang up the call and then select "resume" to pick up the original call again.

Dialing 911 [9-1-1]

If you need to dial emergency services from your phone, you do not need to dial a 9 to access an outside line before dialing 9-1-1.

Redial

This only applies to last dialed numbers.

- 1 Press the “redial” soft key
- 2 Use the arrow keys to scroll through the numbers last dialed.
- 3 Press the “Dial” soft key once you have selected the desired number.

Do Not Disturb

- 1 Press the “dnd” soft key. A message will display on your phone indicating you are in Do Not Disturb mode.
- 2 To turn off Do Not Disturb, follow the same steps as above. The Do Not Disturb message will disappear when it is disabled.

For Technical Support

Technical support for your service is included and we’re happy to assist with any questions or comments you may have. Our hours are Monday – Friday, 8am – 6pm PST and we can be reached by one of the following methods:

- 1 E-mail us at support@nocstel.com
- 2 Dial 611 from your NocTel Phone
- 3 Call from any phone by dialing our support line:
Portland, OR: +1 503.764.4300
Toll-Free: +1 888.400.4521



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|--------------------------------------|---------------------------|
| 1. Handset | 8. Hold button |
| 2. LCD screen (SPA962 in color) | 9. Setup button |
| 3. Voice mail indicator light | 10. Volume adjustment bar |
| 4. Lines (SPA941, SPA942 and SPA962) | 11. Headset button |
| 5. Soft buttons | 12. Speaker button |
| 6. Navigation button | 13. Mute button |
| 7. Mailbox button | 14. Dial pad |