Answer an Incoming Call

Simply lift the handset to answer incoming calls or press the speakerphone button. After answering you can:
- Put the call on local hold
- Transfer the call
- Put the call on or off speakerphone

Place an Outbound Call

Outbound calls require an exit code of ___ to access an outside line. Outbound calls must include the exit code + the 10-digit phone number in this format: **X-503-764-4300**.

 Note: Calls can also be placed as X-1-503-764-4300, however the US country code is not required.

- Dial the number, then press the Dial softkey or speakerphone button. – or –
- Lift the handset or press the speakerphone button and then dial the number.

Transfer a Call

1. During a call, press the **Transfer** key. This will place the call on hold.
2. Dial the extension you want to transfer the call to.
3. When the party to whom you are transferring answers, consult with them about the call. Press **Transfer** again to complete the transfer.

Transfer a Call to Voicemail

Transfer directly to someone's voicemail by transferring to **<extension#>.

Checking Voicemail

1. To check your mailbox from your phone, press the Messages line key or dial ***38**. If you wish to check your messages from another NocTel phone, dial ***98** on the keypad.
2. Follow the menu prompts to access your voicemail.

Call Hold

Call hold is used when you want to place a call on hold and go back to the call from the *same phone*.
To hold a call: press either the **Hold** button or soft key during an active call. The call appearance light will blink red. To retrieve the call, press the call the **Hold** button again, or **Resume**, or the blinking line button.

 Note: The hold feature applies only to the local phone. Held calls can only be picked up from the extension they were placed on hold from. If you wish to pick them up from another extension, use the "Transfer a Call" feature.

Redial

To redial press the right arrow pad key twice. This only applies to last dialed numbers.

Missed, Placed, and Received Calls

Past calls can be view and redialed from the following:
- Press the down arrow pad key to view **missed** calls.
- Press the right arrow pad key to view **placed** calls.
- Press the left arrow pad key to view **received** calls

Handset Volume and Ringing Volume

To adjust the handset volume, press the **–** or **+** buttons to the left of the number pad 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.

Dialing 911 [9-1-1]

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

Initiating a Local Conference Call

1. Establish your first call.
2. Press the **Conference** soft key; the party you have been speaking to will be put on hold and you will hear the dial tone.
3. Dial an additional contact and wait for them to answer so you can notify them that you are bringing them into a conference call.
4. Press the **Conference** 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, press "End Call" and you will be returned to the original caller.**

Do Not Disturb

1. Press the **Home** key.
2. Use the arrow keys to scroll through and select **DND**. The Do Not Disturb icon will appear on the screen to confirm that Do Not Disturb is enabled.
3. To turn off, follow the same steps as above. The Do Not Disturb icon will disappear when it is disabled.

Forwarding Calls on an Extension

1. With the handset on the hook dial ***72** followed by the 10-digit number. (*72XXX.XXX.XXXX)
2. Press the **dial** soft key. The phone will produce two ascending tones and end the call. Forwarding is setup.

After the initial setup, use ***73** to deactivate forwarding. Note: You can use ***72** alone to enable forwarding again to the same number that you previously entered.

Line Keys
Message Waiting Indicator
Screen
Security Slot (Back)
Soft Keys
Reversible Tab
Speaker
Back Key
Navigation / Select Key
Home Key
USB Port
Transfer Key
Headset Key
Hold Key
Speakerphone Key
Volume Keys
Mute Key
Dial Pad