



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 require an exit code of ___ to access an outside line. Outbound calls must include the exit code + the 10-digit phone number. Example: **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” soft key. This will place the call on hold.
2. Place a call to the number/extension you want to transfer the call.
3. When the party to whom you are transferring answers the call, consult with them about the call and press “Transfer” again to complete the transfer.

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.

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).

Checking Voicemail

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

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

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 either the round “Hold” button or the “Hold” soft key. The call appearance light on the left side of the phone’s screen will blink red; to retrieve the call, press the call appearance button beside the red light.

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.

Initiating a Local Conference Call

1. Press the “More” soft key
2. Press the “Conf” soft key; the party you have been speaking to will be put on hold and you will hear the dial tone
3. Wait for the 3rd 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 3rd 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.

Redial

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

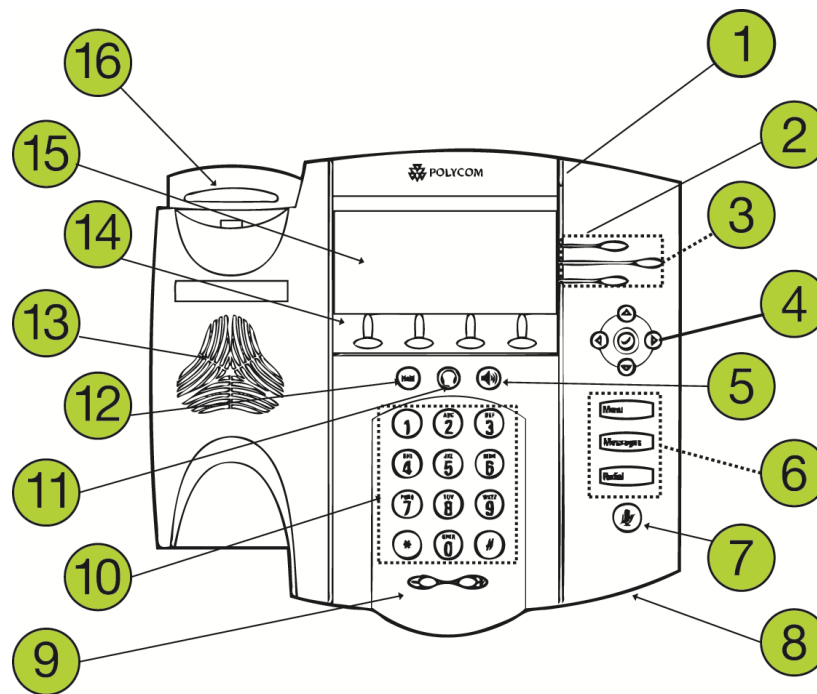
Do Not Disturb

1. Press the "Menu" key
2. Use the arrow keys to scroll through and select "Features", then select "Do Not Disturb." The Do Not Disturb icon will appear to confirm that Do Not Disturb is enabled.
3. To turn Do Not Disturb off, follow the same steps as above. The Do Not Disturb icon 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, 5am – 6pm PST and we can be reached by one of the following methods:

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



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|--------------------------|---------------------|
| 1. Voicemail indicator | 9. Volume keys |
| 2. Line indicator | 10. Dial pad |
| 3. Line/speed dial keys | 11. Headset |
| 4. Arrow keys | 12. Hold |
| 5. Speaker phone | 13. Speaker |
| 6. Feature keys | 14. Soft keys |
| 7. Microphone mute | 15. Graphic display |
| 8. Hands-free microphone | 16. Hook switch |